

Statewide IT Policy and Standard Development Process

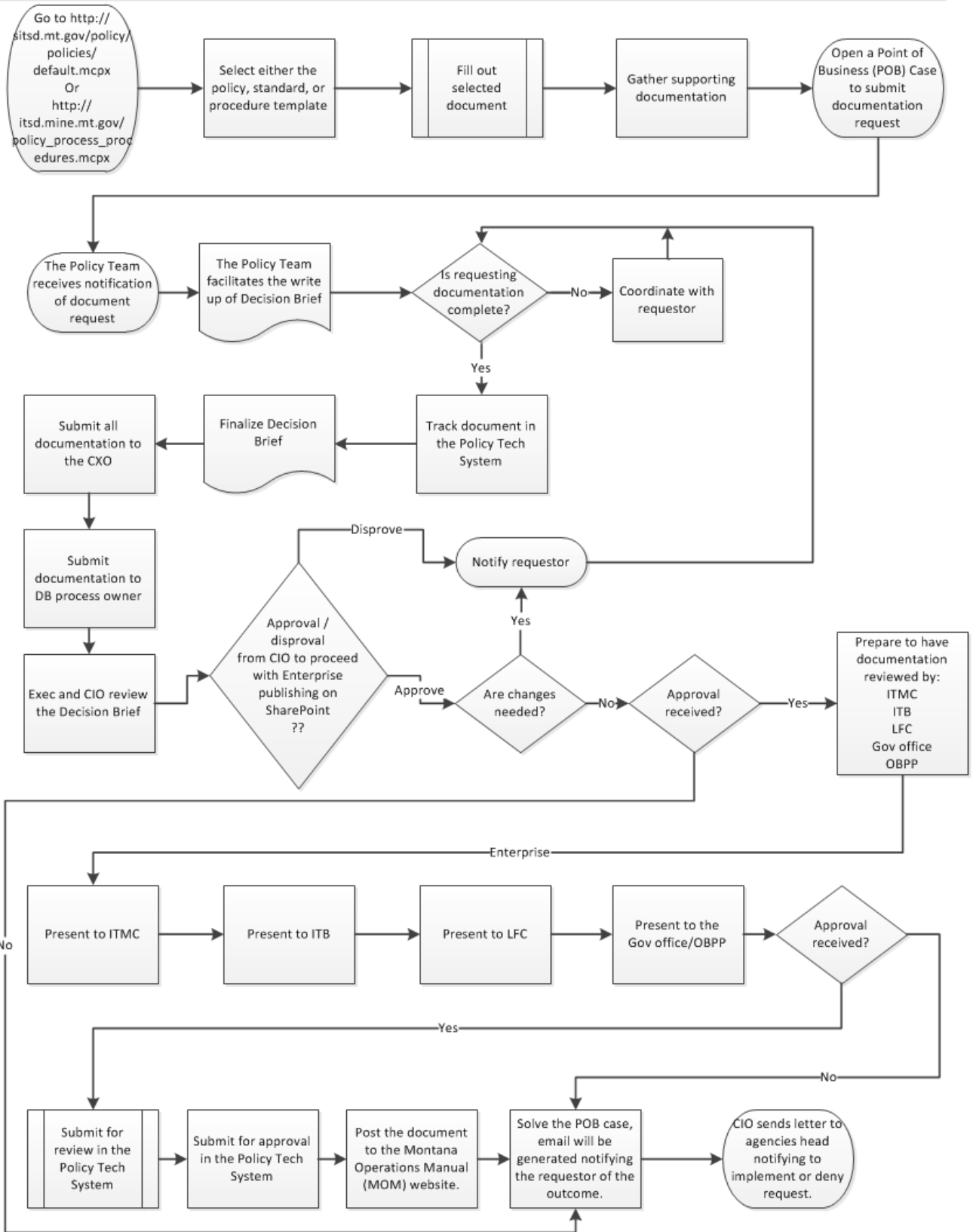
Requestor Role

Policy Team Role

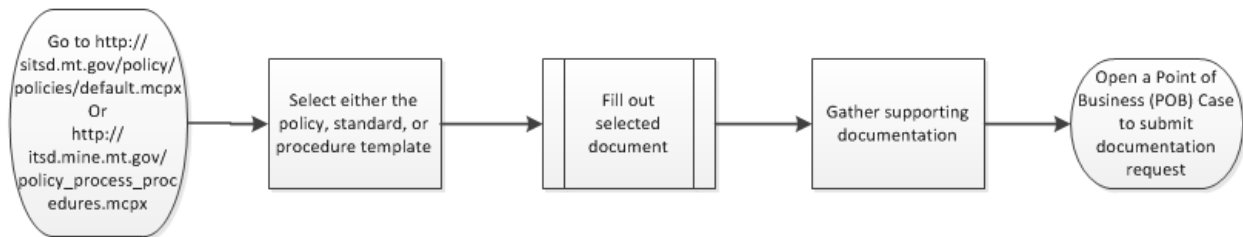
Exec & CIO Role

Enterprise Role

MOM Policy Role



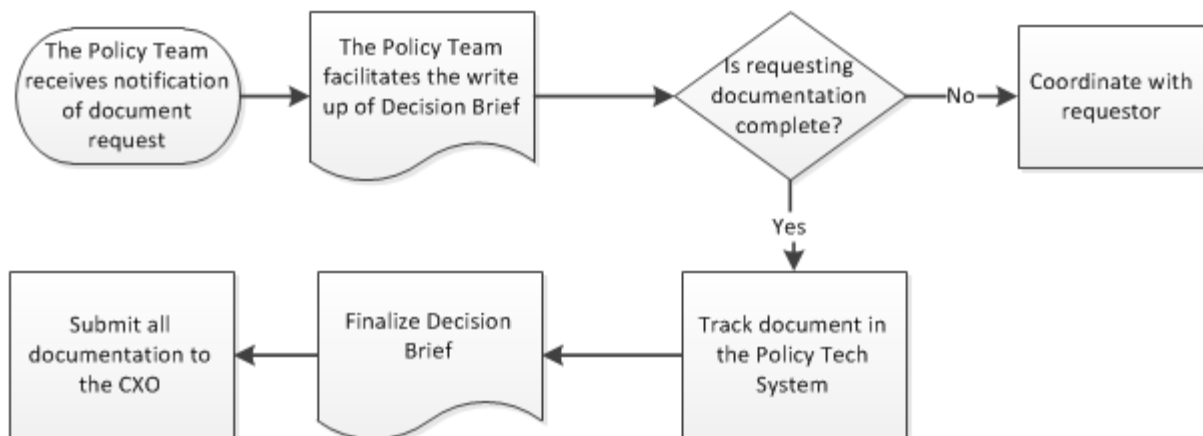
A. Requestor Role



The Business Owner / System Owner / Document Requestor Role is:

1. Go to a Department of Administration website at:
<http://sitsd.mt.gov/policy/policies/default.mcpX> or
http://itsd.mine.mt.gov/policy_process_procedures.mcpX.
2. Select the desired document template needed; i.e. policy, standard, or procedure
3. Completely fill out the document template selected
4. Gather supporting documentation
5. Open a Point of Business (POB) case to submit documentation request

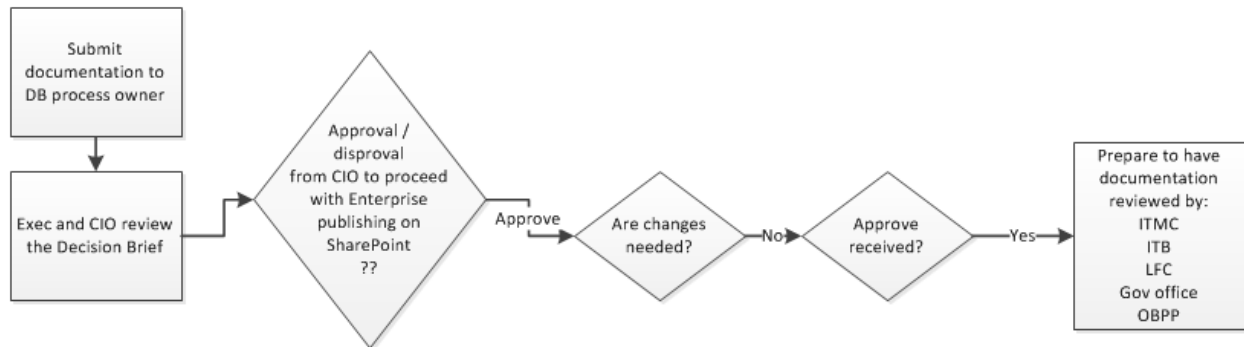
B. Policy Team Role



The Policy Team Role is:

1. Receive notification when documents are requested
2. Facilitate the Decision Brief write-up of the desired document
3. Review and make certain the paperwork is filled out completely
4. If not; coordinate with the document requestor / business owner / system owner until complete
5. If yes; track the documentation in the Policy Tech System
6. Finalize the Decision Brief
7. Submit documentation including supporting documents to the respective Executive Officer

C. Executive and CIO Role



The Executive and CIO Role is:

1. Review the Decision Brief and supporting documentation
2. If request is disproved; go to MOM Policy Role #4 (below)
3. If request is approved; proceed
4. Prepare to present documentation to the following groups of people:
 - a. Information Technology Managers Council (ITMC)
 - b. Information Technology Board (ITB)
 - c. Legislative Finance Committee (LFC)
 - d. Governor's Office
 - e. Office of Budget and Program Planning (OBPP)

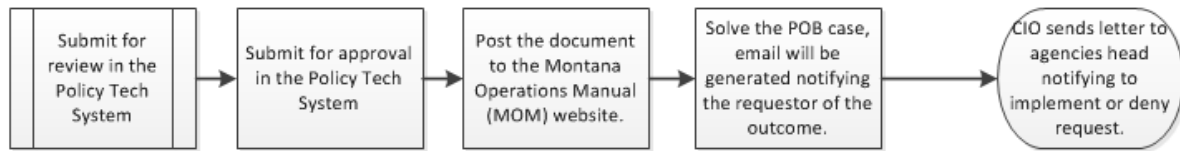
D. Enterprise Role



The Enterprise Role is:

1. Present to the following groups of people:
 - a. Information Technology Managers Council (ITMC)
 - b. Information Technology Board (ITB)
 - c. Legislative Finance Committee (LFC)
 - d. Governor's Office
 - e. Office of Budget and Program Planning (OBPP)
2. If request is approved; proceed
3. If request is disproved; the document is denied. Go to MOM Policy Role #4 (below)

E. MOM Policy Role



The MOM Policy Role is:

1. Submit the document for review in the Policy Tech System
2. Submit the document for approval in the Policy Tech System
3. Post the document on the Montana Operations Manual website
4. Solve the POB case, an email will be generated to notify the requestor of the outcome
5. The CIO will send a letter to the agency head copying the document requestor / business owner / system owner notifying to implement or deny request

Action and Exception Requests

Requests for a review or change to an instrument are made by submitting an [Action Request form](#).

The following steps will be taken to manage changes:

The CIO will evaluate the requested change to determine its merit, and approve or deny the change

- If the change is denied, the requestor will be notified
- If the change is approved; the policy, standard or procedure will be prioritized and scheduled for return to the Policy Team.

Requests for exceptions are made by submitting an [Exception Request form](#). Changes to policies, standards, and procedures will be prioritized and acted upon based on impact and need.

The CIO shall maintain written documentation and inform the Information Technology Board, the Office of Budget and Program Planning, and the Legislative Finance Committee of all exception requests (approved and denied) and action taken.

Direct questions or comments about this instrument to the State of Montana, Chief Information Officer.